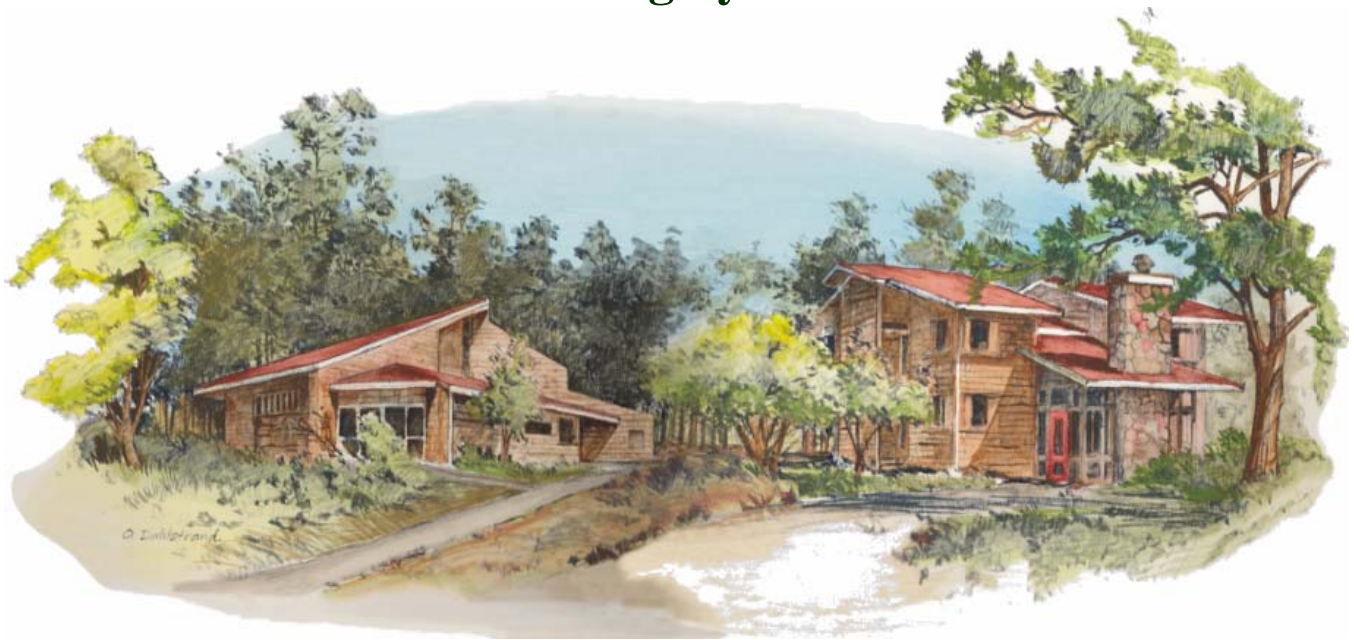


State of California . The Resources Agency . Department of Parks and Recreation

Volunteer Management

February 12-16, 2007

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: January 10, 2007

To: Supervisor

From: **Department of Parks and Recreation**
William Penn Mott Jr. Training Center

Subject: Employee Attendance at Formal Training
Volunteer Management Group 18

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Michael D. Green
Acting Department Training Officer

Attachment
cc: Participant

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Mission Statement Training Office

***The mission of the Training Office is to improve
organizational and individual performance through
consulting, collaboration, training and development.***

MOTT TRAINING CENTER STAFF

Michael Green..... Acting Department Training Officer
Joanne Danielson Academy Coordinator
Chuck Combs..... Training Specialist
Dave Galanti Training Specialist
Sara Skinner Training Specialist
Michelle Gardner Cadet Training Officer
Connie Breakfield..... Cadet Training Officer
Pat Bost Assistant Program Coordinator
Pamela Yaeger Assistant Program Coordinator
Bill Spencer Assistant Program Coordinator
Edith Alhambra..... Assistant Program Coordinator
Summer Kincaid..... Assistant Program Coordinator
Brian Petersen Program Assistant

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center and, most recently, the Two Rivers Training Facility in Sacramento. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus. The syllabus outlines what you can expect from this training and what is expected of you. It also details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **TRAINING LOCATION:** The training for this program will occur at the Two Rivers Training Facility located at One Capitol Mall, Suite 350, Sacramento, CA 95814. One Capitol Mall is located on Capitol Mall (a street in downtown Sacramento), immediately east of the historic Tower Bridge. A map and directions to the training facility are provided as an attachment to this syllabus. The building is immediately to the south of the Old Sacramento tourist area.
2. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.

3. PRE-TRAINING ASSIGNMENTS: Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading and other assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)
4. TRAVEL: Arrange your travel to and from Sacramento through your District or Office. (No reimbursement for travel expense -- including per diem costs -- will be approved for travel not specifically authorized in advance by the District Superintendent.) Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Training Center does not have the capability to provide transportation to or from the Sacramento International Airport.
5. HOUSING: **The Training Center has reserved rooms at the Hawthorn Suites for individuals who reside outside of the Sacramento region only. You will need to call Hawthorn Suites at 1-800-767-1777 before January 26, 2007 to secure your lodging. Please state that you are with the Department of Parks and Recreation Volunteer Management Group 18 and confirm your lodging request.**

Your accommodations will be paid for by the Training Office. You may choose to stay in another facility; however, securing lodging at another location will be at the participant's own expense. Housing will be available from 3:00 p.m. on the date of arrival until 12:00 noon on the date of departure. If you need to cancel or change your reservation, you must contact the Hawthorn Suites directly. When you arrive at the Hawthorn Suites, go directly to the front desk for your room key.

The hotel is located at 321 Bercut Drive, Sacramento. Directions to the hotel are included as an attachment to this syllabus.

6. MEALS: Meals are arranged at the discretion of the participant. There are numerous restaurants within walking distance of the Two Rivers Training Facility and elsewhere in the downtown Sacramento area. The Training Office will reimburse the cost of your meals at the current per diem rate. Send a Travel Expense Claim (Std. 262a) to the Training Center for approval and processing. (The Training Center will reimburse meals starting with dinner on the first day and ending with lunch on the last day.)
7. PARKING: There is a public lot (the Tower Bridge lot, operated by the City of Sacramento) located directly west of the One Capitol Mall building where your training will occur. Please see the attachment for exact locations and cost. You will be reimbursed for parking by the Training Center via a Travel Expense Claim (Std. 262a).

8. CLOTHING: Field Uniforms are not required. Professional business attire may be worn.

One Capitol Mall houses both Department offices and offices of numerous private sector organizations. As such, the image we project as State Park employees is important. The clothing you wear should be appropriate.

9. BREAK TIMES: Participants will be given break times throughout the training day to visit the first-floor coffee kiosk, make telephone calls, etc. Please be considerate of your fellow Department employees and other groups working in adjoining office spaces by not requesting from them special use of telephones, copiers, fax equipment, etc. In addition, please be considerate of your fellow employees' work schedules by limiting your visitation to other Department offices during breaks or before or after formal training. Loud conversations, laughter, etc. should not be conducted in the hallway areas at any time.
10. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
11. TRAINING OFFICE STAFF: Summer Kincaid (916-319-9657) is your contact while attending the course and has been assigned responsibility for your training group as well as for your training program. During the program, you may be asked to assist Training Office staff in the logistics of your training program; please work with Training Staff to help make your training experience pleasant and meaningful.
12. TRAINING MATERIALS: Training materials may be made available to you at both your unit and the Two Rivers Training Facility. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Bring your own pens and pencils.
13. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
14. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.
15. FAX: The Two Rivers Training Facility's FAX number is (916) 319-9656.

16. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (916) 319-9657.
17. COLLEGE CREDIT: Most Training Office programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
17. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

**California State Parks
Two Rivers Training Facility
One Capitol Mall, Suite 350
Sacramento, CA 95814**

Directions

Downtown Sacramento streets are labeled numerically and alphabetically. The Two Rivers Training Facility is located at One Capitol Mall, Suite 350, which is a private sector office building located on Capitol Mall (a street name) immediately east of the Tower Bridge (notable for its gold paint color).

Capitol Mall (the street) extends west from the steps of the State Capitol to the Tower Bridge. Although access to the building is possible from either the west (across the bridge from West Sacramento) or east (from the Capitol and downtown Sacramento), access to the parking facility can only be gained going westbound (from downtown Sacramento and the Capitol).

Entrance to One Capitol Mall is on the south side of the building, across from the Embassy Suites hotel. Take the lobby elevators to the third floor and proceed all the way down the hallway (making a left turn as you go) to Suite 350.

One Capitol Mall is not directly served by Sacramento's light rail system.

Driving Directions:

From **Sacramento Airport:** Drive south on Interstate 5 (towards downtown Sacramento) about nine miles to the J Street exit. Keep to the far right as you exit the freeway. Turn right on 3rd Street (which is the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **north:** Use the Sacramento Airport directions from either southbound Interstate 5 or southbound Highway 99 (which runs into Interstate 5 north of downtown Sacramento).

From points **west:** Take Interstate 80 eastbound to Highway 50 / Business Interstate 80. Continue east to Interstate 5, head north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **east:** Take Interstate 80 or Highway 50 to Interstate 5 (downtown Sacramento). Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at

the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From points **south**:

From northbound Highway 99, proceed to downtown Sacramento. Go west on Highway 50 to northbound Interstate 5. Head north on Interstate 5 to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

From northbound Interstate 5, head north to downtown Sacramento. Continue north to the J Street exit. Turn right on 3rd Street (the stoplight at the end of the exit ramp) and right again a couple of blocks later at Capitol Mall (towards San Francisco).

Parking

Parking is at the Tower Bridge lot, operated by the City of Sacramento, located directly west of One Capitol Mall. Entrance to the parking lot is off of Front Street, which is the right turn between One Capitol Mall and the Tower Bridge. Access to Front Street can only be accomplished from westbound Capitol Mall (from downtown Sacramento). Participants traveling eastbound from West Sacramento need to make a “U” turn to come back westbound to enter Front Street.

Parking cost is \$15 per day, subject to change without notice. Parking fees will be reimbursed by the Training Office using a Travel Expense Claim (Std. 262a).

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Two Rivers Training Facility, the following checklist is provided.

- ☐ **Call the Hawthorn Suites at 1-800-767-1777 before January 26, 2007 to secure your lodging. State that you are with the Department of Parks and Recreation Volunteer Management Group 18 and confirm your lodging. Securing lodging at another location will be at participant's own expense.**
- ☐ Be sure you have read and understand the Volunteer Management Group 18 program syllabus prior to the first scheduled session.
- ☐ Arrange your travel through your District/Section Office.
- ☐ Bring the following with you to training:
 - ☐ Volunteer Management Group 18 program syllabus
 - ☐ Professional business attire (uniforms are not required for this program)
 - ☐ Pens and pencils

If you have questions or need assistance, contact Summer Kincaid, Assistant Program Coordinator:

Phone: 916-319-9657

Fax: 916-319-9656

Email: skincaid@parks.ca.gov

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed). Once you login to the ETMS, you will need to fill out the evaluation form before you will be able to do anything else.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

VOLUNTEER MANAGEMENT GROUP 18
February 12-16, 2007

Monday
February 12

1500- REGISTRATION: *Check in at Hawthorne Suites* All

Tuesday
February 13

0800-0900	Program Orientation	Galanti/Cowan
0900-1000	What's New in California State Parks?	Jackson
1000-1100	Keynote Address	Kreidler
1100-1200	California Volunteers	Esgate/Olson
1200-1300	Lunch (on your own)	
1300-1400	Creating the Right Environment for Volunteer Management	Hook
1400-1500	Introduction to the VIPP	Cowan
1500-1630	How Does Your Volunteer Program Rate?	Cowan
1630-1700	Wrap-up and Questions	Cowan

Wednesday
February 14

0800-0830	Review	Cowan
0830-0930	Types and Eligibility	Cowan
0930-1100	Registration of Volunteers	Cowan
1100-1200	Recordkeeping and Reporting	Ferry/Rideout
1200-1300	Lunch (on your own)	
1300-1430	Finding and Nurturing Your Ideal Volunteer	TBA
1430-1530	Distinctions Between the Cooperating Associations Program and the VIPP	Mott/Cowan
1530-1630	Problem Solving in Volunteer Management	Cowan/Mott
1630-1700	Wrap-up and Questions	Cowan

Thursday
February 15

0800-0830	Review	Cowan
0830-1030	Legal Issues	Purdy
1030-1200	Public Safety	Sederquist/ Poppelreiter
1200-1300	Lunch (on your own)	
1300-1400	Risk Management	Poppelreiter
1400-1500	Strategies for Minimizing Workers' Comp Claims	Castillo
1500-1600	Accessibility Policy and Guidelines	Turse
1600-1630	Camp Hosts/Juvenile Volunteers/Special Volunteer Situations	Cowan
1630-1700	Wrap-up and Questions	Cowan

VOLUNTEER MANAGEMENT GROUP 18

February 12-16, 2007

Friday

February 16

0800-0830	Review	Cowan
0830-1000	Funding Sources for Volunteer Programs	Cowan/Mott/ Keller
1000-1100	Department Recognition Program	Cowan
1100-1200	What Will You Do When You Get Home?	Cowan
1200-1300	Lunch (on your own)	
1300-1330	Travel to Sutter's Fort	
1330-1500	Volunteer Management at Capital District	TBA
1500-1600	Tour of Sutter's Fort SHP	TBA
1600-1630	Evaluation	Galanti

VOLUNTEER MANAGEMENT

32 Hours

Program Outline

Training Orientation and Program Objectives	1.0
History, Legal Authority, VIPP Organization Structure	1.0
Volunteer Program Development	2.0
Types and Eligibility of Volunteers	1.0
Recruitment.....	2.0
Registration Policies and Procedures.....	2.0
Training and Motivating Volunteers.....	3.0
Managing Volunteers	5.0
Juveniles, Camp Hosts, Other Special Volunteers.....	1.0
Legal Issues: Confidentiality and Insurance Liability	2.0
Public Safety and Risk Management.....	4.5
Recognition and Awards	1.0
Cooperating Associations and the VIP Program	2.0
Funding Volunteer Programs	1.5
Future of Volunteerism	1.0
Discussion and Summary.....	<u>2.0</u>
Total Hours	32.0

VOLUNTEER MANAGEMENT PERFORMANCE OBJECTIVES

PROGRAM PURPOSE AND OBJECTIVES

Purpose: To provide background and orientation on Department policies and procedures that influence and guide the Volunteers in Parks Program.

Program Objectives: By the close of the program the participant will

1. Discuss the background and value of the Volunteers in Parks Program to California State Parks.
2. Demonstrate understanding of the complexities of the VIP Program; as well possess knowledge of the tools and resources available to the volunteer manager.

TRAINING ORIENTATION

Purpose: To provide general orientation to ground rules, attendance procedures and introduction to the Volunteers in Parks Program, in order for participants to gain the full benefits of the training.

Program Objectives: By the close of the session the participant will

1. Register through Monterey Peninsula College.
2. Review the Volunteer Management training objectives and expectations.
3. Demonstrate knowledge of the Department's current initiatives and new funding sources.

INTRODUCTION TO VOLUNTEERS IN PARKS PROGRAM

Purpose: To provide an overview of Volunteers in Parks Program (VIPP), its history and value to the Department. Distribute copies of the Volunteers in Parks Program Guidelines. Define organizational structure of VIPP.

Performance Objectives: By the close of the session the participant will

1. Demonstrate familiarity with the Volunteers in Parks Program Guidelines as the handbook of policies and procedures for managing the Department's volunteer programs.

2. Identify the mission, history, legal authority, and qualitative and quantitative value of the Volunteers in Parks Program.
3. Discuss the organizational structure of the VIP Program, including the roles and responsibilities of volunteer coordinators at the headquarters, district, sector and unit levels.

TYPES, ELIGIBILITY AND REGISTRATION OF VOLUNTEERS

Purpose: To identify the types and eligibility requirements of volunteers in the VIP Program, the specific forms used for registration, evaluation and separation of volunteers, and the policies and procedures for annual recordkeeping and reporting of volunteer activities.

Performance Objectives: By the close of the session the participant will

1. Identify the distinctions between the types and eligibility requirements of volunteers.
2. Demonstrate knowledge of appropriate registration forms, including the Volunteer Service Agreement and Duty Statement, and registration procedures for specific types of volunteers.
3. Review the insurance requirements for organized groups, and the distinction between organized and informal groups.
4. Discuss the policies and procedures regarding VIPP annual recordkeeping and reporting, formal evaluation of volunteers, and separation documentation.

MANAGING A VOLUNTEER PROGRAM

Purpose: To introduce the administrative skills needed to manage a successful volunteer program.

Performance Objectives: By the close of the session the participant will

1. Identify skills to evaluate and assess their existing volunteer program.
2. Review the administrative duties necessary for effective management of a volunteer program.
3. Discuss how to implement necessary administrative duties in a volunteer program.
4. Discuss how to design an appropriate volunteer assignment.

5. List effective techniques for evaluation of volunteers.

RECRUITMENT, SELECTION, AND DUTY STATEMENTS

Purpose: Develop a successful recruitment/marketing campaign for volunteer programs and concentrate on individual needs for development of an appropriate duty statement.

Performance Objectives: By the close of the session the participant will

1. Identify where and how to recruit volunteers.
2. Read sample recruitment brochures, flyers, and promotional materials.
3. Review the process for development of a duty statement.
4. Develop a duty statement.

NURTURING THE IDEAL VOLUNTEER

Purpose: To provide an overview of the psychological and social needs of individuals and what motivates them to volunteer.

Performance Objectives: By the close of the session the participant will

1. Identify the types of people who volunteer and their needs.
2. Identify how to provide effective orientation and training of volunteers.
3. Discuss how to help a volunteer succeed at his/her assignment.

LEGAL ISSUES

Purpose: To provide an overview of significant legal issues guiding and influencing the VIP Program.

Performance Objectives: By the close of the session the participant will

1. Review the legal requirement in the California State Government Volunteers Act that ensures that volunteers are not intended “to supplant and replace regular public employees.”
2. Define what confidential information is and how the Information Practices Act and Public Records Act affect volunteer registration.

3. Describe Workers' Compensation Insurance coverage and tort liability and how they affect volunteers in the VIP Program.
4. Discuss the key principles for providing accessibility and reasonable accommodation in California State Parks.

RISK MANAGEMENT AND PUBLIC SAFETY

Purpose: To present information on Department policies and procedures related to reducing risks and accidents associated with volunteer activities.

Performance Objectives: By the close of the session the participant will

1. Define and be able to apply the Department's policies of risk management and strategies for reducing on-the-job accidents and injuries to volunteers, including procedures for reporting accidents.
2. Discuss the volunteer activities that require criminal and medical background checks, and familiarity with procedures for conducting those checks.
3. Review the Department's policies on use of firearms, state and private vehicles and equipment, and procedures for volunteer reimbursement of travel-related expenses.

JUVENILE VOLUNTEERS/CAMP HOSTS AND OTHER SPECIAL VOLUNTEER SITUATIONS

Purpose: To provide the policy framework and forms and procedures for utilizing juveniles, individuals as camp hosts, and volunteers in other special situations.

Performance Objectives: By the close of the session the participant will

1. Identify the history of the camp host program, and policies and procedures for use of camp hosts, including registration, background checks, liability issues, time limits, and vehicle registration.
2. Review policies and procedures for use of juveniles as volunteers, including registration, parental/guardian permission and/or presence, and health and safety laws governing juveniles.
3. Review policies and procedures for use of volunteers in special events and other out of the ordinary activities, such as living history events or programs co-sponsored with the California State Parks Foundation or a cooperating association.

Demonstrate familiarity with group volunteer registration, insurance, liability issues, task sheets, and other considerations.

DIFFERENCES BETWEEN COOPERATING ASSOCIATIONS AND THE VOLUNTEERS IN PARKS PROGRAM

Purpose: To present Department policies and rationale on the separation of the two related, but distinct programs.

Performance Objectives: By the close of the session the participant will

1. Demonstrate the rationale for separate management of the two programs.
2. Define the role of the Cooperating Association Liaison.
3. Identify if a task is a cooperating association task or a Department volunteer task.
4. Demonstrate how to register cooperating association members as Department volunteers.

FUNDING SOURCES

Purpose: To present an overview of the sources and guidelines for funding volunteer programs.

Performance Objectives: By the close of the session the participant will

1. Define the funding provided by cooperating associations to support the interpretive and educational programs of specific park units.
2. Demonstrate knowledge of the Volunteer Enhancement Program (VEP), including source, availability and use of funds, entering projects on the Park Infrastructure Database, and monitoring, tracking and reporting expenditures.
3. Identify the funding available through the California State Parks Foundation for collaborative special events, and for volunteer programs funded through the Ranger Lane Volunteer Fund.

DEPARTMENT RECOGNITION PROGRAMS

Purpose: To provide information on recognition programs and techniques that enhances volunteer productivity and retention.

Performance Objectives: By the close of the session the participant will

1. Identify and develop meaningful formal and informal recognition programs for volunteers.
2. Coordinate an awards and recognition program.

FUTURE OF VOLUNTEERISM

Purpose: To provide the resources, support and assistance necessary to implement an effective volunteer program after the participant returns home.

Performance Objectives: By the close of the session the participant will

1. Identify the resources and support available to volunteer coordinators.
2. Demonstrate how to utilize partnerships in building a successful volunteer program.
3. Define and evaluate a model training program for volunteers in state parks.

